

## Job Description

<b>Post</b>	Support Services Manager (permanent, full time)
<b>Job Ref</b>	S/29
<b>Location</b>	Flexible
<b>Department</b>	Lived Experience & Clinical Practice
<b>Reporting to</b>	Head of Lived Experience
<b>Responsible for</b>	Lead Myeloma Information Specialist Peer Programme Co-ordinator Support Group Co-ordinator

### Job Summary

Support the Lead Myeloma Information Specialist to deliver and monitor the Myeloma Infoline and Ask the Nurse services. Support the Peer Service Co-ordinator and Support Group Co-ordinator to deliver their respective services. Provide information and support to service users about myeloma and its related conditions, including AL amyloidosis, smouldering myeloma and MGUS, in a tailored, sensitive and appropriate manner and in a variety of formats.

Work closely with Lived Experience and Clinical Practice colleagues to ensure close communication and the sharing of information.

Report progress and performance regularly to your line manager and the wider Lived Experience and Clinical Practice Team.

As a member of the Lived Experience and Clinical Practice Team, this post will contribute towards the delivery of the business's strategic, operational, and departmental plans.

### Key Deliverables

#### 1. Myeloma UK Support Services

- Answer calls and respond to queries via the Myeloma UK phone and email services, the Myeloma Infoline and Ask the Nurse. Provide tailored information and support about myeloma and related conditions to services users, which includes patients, their families, friends, the general public, and healthcare professionals who are supporting patients and relatives in their care. Provide cover for the Infoline and Ask the Nurse email services where needed according to the rota and for annual leave, staff sickness, etc

- Be an internal expert on myeloma and keep aware of research and clinical developments, trends, current opinions, guidelines and other initiatives in the field of myeloma and related conditions, including the pipeline of myeloma drugs and UK and international clinical trials in myeloma
- Lead the Myeloma Infoline, Ask the Nurse service, Peer Service and Support Groups programme, working with the Head of Lived Experience to evaluate, develop and improve these services in line with the needs and wants of users
- Support the Lead Myeloma Information Specialist to ensure the knowledge and skills of the Myeloma Information Specialist Team are kept up to date and the services are delivered comprehensively in line with best practice and the Helplines Partnership accreditation
- Lead on the continuous improvement of the Infoline and Ask the Nurse service through quality control measures, e.g. regular formal audits of calls and emails, email reviews, weekly reflect discussions on call handling
- Develop and implement the Myeloma Infoline, Ask the Nurse, Peer Service and Support Groups strategy which reflects the aims and expectations of the Service Development Strategy
- Develop and regularly review service-specific operational guidelines for each service
- Document and record statistics of all enquiries and queries in accordance with the Myeloma Infoline Service Guidelines
- Progress and lead the submission to the Helplines Partnership for re-accreditation as required
- Make improvements to services accredited by the Helplines Partnership in line with report recommendations
- Write content for the Ask the Nurse column of *Myeloma Matters* and hot topic articles as required
- Review content of the Ask the Nurse blog (produced by SciComms) monthly
- Maintain the Myeloma Infoline and related services website pages and work closely with the Communications Team to ensure content remains relevant and accurate
- Work with the Communications Team to ensure sufficient and appropriate marketing of these services and introduce these services to potential participants where the opportunity arises
- Ensure cover for the Myeloma Infoline and related services at all times

- Support and provide input where required to the Peer Service Co-ordinator and Services Administrator who monitor the online Myeloma UK Discussion Forum alongside Discussion Forum volunteers
- Report on forum activity and alert relevant staff to key discussions that may be of interest to them in their role at Myeloma UK
- Attend Support Groups, Infodays and any other patient activity of relevance and be available to present and host sessions to raise awareness and offer support as required
- Assist in the development of patient information publications as required

### **3. Training and support**

- Undertake relevant training to remain at the forefront of service, care and information specialism
- Work with the People & Culture team to develop a training programme to assist Myeloma UK staff in developing their knowledge of myeloma (and related conditions) and skills for cover of the Myeloma Infoline as required

### **4. Line management/supervisory**

Line management/supervisory responsibilities will include:

- Monitoring workload and effectively managing performance of all direct reports, including, where appropriate, carrying out annual appraisals and six-monthly performance reviews in line with organisational timescales
- Supporting direct reports to enable them to perform to the highest standard and identifying appropriate learning and development opportunities as appropriate
- Managing absences and ensuring appropriate levels of cover at all times
- Reporting back to and consulting with your line manager/director on any issues arising

### **5. Other**

- Ensure collaboration within the Lived Experience and Clinical Practice Team to maximise opportunities for all service programmes
- Contribute to and support the Communications Team in ensuring that information about myeloma is communicated effectively to a range of target audiences by providing myeloma input into a range of general and specific media channels, such as online, print, video and radio

- Provide assistance and support to the Fundraising Team to ensure cross-communication to maximise opportunities to engage new service users and maximise fundraising opportunities where relevant
- Feedback both anecdotal evidence and statistics to the Communications and Fundraising Teams to inform on the success of campaigns in reaching service users and new service users, e.g. fundraising appeals, Myeloma Awareness Week activity, impact reports
- Promote activities and events to raise awareness of myeloma amongst service users during Myeloma Awareness Week and other times
- Respond to and prioritise ad hoc questions and requests as they arise

**6. Safeguarding:**

- Act as a member of the Safeguarding Reference Group, reporting/recording and discussing safeguarding concerns as they arise, completing proportionate follow-up actions in response to level of risk
- Contribute to organisational safeguarding policy and procedure implementation and review
- Review and update service-specific safeguarding policy and procedures for the Infoline, Peer Service etc

**7. Budget:**

- Support the Head of Lived Experience with budget setting
- Manage budget, monitor and report on budget performance

**8. Reporting/administration:**

- Undertake project planning, management, evaluation and work reporting across the Infoline, Ask the Nurse, Peer Service and Support Group Programme
- Report performance and variances in operational business planning review meetings and work with your line manager to forecast, reforecast and conduct contingency planning
- Collect KPI data and proactively report on performance and success to your team and the organisation regularly and as required and use the findings to make decisions to improve and develop the programme
- Prepare regular updates for team meetings on the progress of agreed plans and objectives

- Keep abreast of relevant legislation, emerging trends and best practice and work with your line manager to develop the necessary internal policies, procedures and guidelines accordingly
- Ensure that all programme plans and activities are implemented to the highest standard

## **9. General**

Continuous improvement, developing skills, adhering to organisational quality standards, and team-work underpin all roles at Myeloma UK.

General responsibilities include:

- Adopt the Myeloma UK principles of quality management
- Be attentive to and implement organisation brand and style guidelines
- Participate in team meetings and work together with colleagues to maintain and improve knowledge and skills
- Act as a source of information and support to colleagues throughout the organisation
- Build productive working relationships with external advisers to maintain and enhance their commitment to Myeloma UK
- Demonstrate a commitment to ongoing learning and development and to participate in any training relevant to the role
- This role will require some essential travel throughout the UK, therefore the post holder must be willing to travel. Regular travel to Edinburgh if based elsewhere will be required
- Undertake such work as may be appropriate to the post

This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of Myeloma UK at any time after discussion with the post holder.

## Person Specification

Area	Essential	Desirable
<b>Qualifications &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Experience communicating with and delivering information sensitively to those living with or affected by health conditions</li> <li>• Line management experience</li> <li>• Experience in information delivery over the telephone and/or in writing</li> </ul>	<ul style="list-style-type: none"> <li>• Experience working in haematology or oncology nursing to RGN level, clinical research or healthcare background</li> <li>• Experience in communicating sensitively with those living with or affected by myeloma</li> <li>• Experience managing a telephone based or written information service</li> <li>• Experience of Helplines Partnership accreditation</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• The ability to convey complex information in layman's terms</li> </ul>	<ul style="list-style-type: none"> <li>• A good knowledge of myeloma and its treatment</li> <li>• Service transformation and innovation</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Excellent organisational, communication and IT skills</li> <li>• Ability to manage a wide range of tasks</li> <li>• Ability to work to deadlines and prioritise</li> <li>• Excellent spelling, grammar, proofing and reading comprehension</li> </ul>	
<b>Personal</b>	<ul style="list-style-type: none"> <li>• Self-motivated and dedicated team player</li> <li>• Commitment and desire to make a difference</li> <li>• Flexibility and willingness to develop and expand role</li> <li>• Reliable and trustworthy</li> <li>• Ability and willingness to attend Myeloma UK meetings and events and work outside office hours as and when required</li> </ul>	

## Terms and Conditions

<b>Post</b>	Support Services Manager (permanent, full time)
<b>Salary</b>	£43,503 - £47,024
<b>Probation period</b>	Three months
<b>Hours of work</b>	<p>The standard working week comprises 35 hours, Monday to Friday. Myeloma UK operates a flexitime scheme and details will be provided by the Head of HR and Operations.</p> <p>The post holder will be expected to assume duties outside working hours to support the delivery of their role and the operation of the organisation when required.</p>
<b>Holidays</b>	Full-time holiday entitlement is 30 days per calendar year, plus 6 public holidays.
<b>Pension scheme</b>	Myeloma UK complies with its auto-enrolment obligations and, subject to a minimum employee contribution, offers a 7% pension contribution to all staff.
<b>Premises</b>	Myeloma UK is situated at 22 Logie Mill, Beaverbank Business Park, Edinburgh, EH7 4HG.